

ABSTRACT OF THE DISCLOSURE

[068] Methods and systems are provided to detect user satisfaction based on user interaction patterns and properties. Methods and systems may monitor an interaction between a user and a computer and may compare the monitored interaction with a baseline value to determine a deviation from baseline. The deviation may be used to determine a value for user satisfaction. Methods and systems may improve user satisfaction by tracking user actions during an interaction with an application and determining if the user actions deviate from an application script corresponding to the interaction. A link from a deviated action to a next logical point in a task script may be provided.